Fleet Management System
Productivity Module

User Manual

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1 Overview

The CMI 'Productivity Module' is an extension to the Fleet Management Solution (FMS) system. It provides employee productivity reporting based on the vehicle servicing activity by shift that was collected by FMS. The system also allows for 'weighting', or assigning additional credit for vehicles that are more difficult to service than the standard classes of vehicles. These credits can be either entered manually into the system, or calculated by comparing actual services times between classes.

The Productivity Module also can generate an incentive value derived from the actual work performance of each employee and calculated using definable, site specific, performance parameters. This incentive value may be used directly, or as a factor to create a work incentive payout to employees.

1.1 Features

- Totals for each employee for selected date/time period
  - By each shift during period
  - Totals for entire period
  - Calculated incentive payout
- Features Configured by Site
  - Productivity
    - Minimum vehicles to service in a shift
    - Minimum vehicles to service per hour
    - Incentive payout factor
    - Incentive payout maximum per day
  - Vehicle Class Scale
    - Manually set vehicle class scale factor
    - Generate factors based on historical service records

1.2 Software Prerequisites

- Control Module System Manager Server (SMS)
- Control Module Fleet Management System (FMS)

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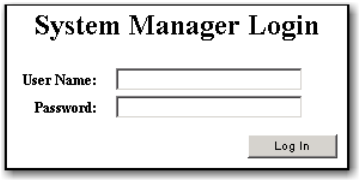
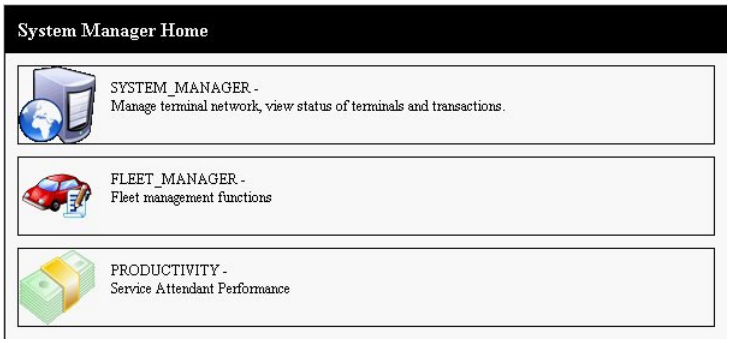
2 Navigation

2.1 Login

Access to the FMS Productivity Module is granted via the System Manager (SMS) login screen. This screen requires a user to enter their username and password to gain access to the site. Once logged in to the system, the user is restricted to functions based on his or her assigned roles or privileges. If the password is entered incorrectly, the system will prompt the user to re-enter.



After a valid login is provided, the module selection screen is shown. Depending on the modules installed, other items in this module selection menu may be available. Click on the Productivity item to access the main Productivity Module view and menus.



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2.2 Main View

Navigation in the FMS Productivity module uses the same methods and techniques as used in the main Fleet Management System. Refer to the Fleet Management System User Manual for additional details.

2.3 Common Navigation Items

There are many navigational items that are common among screens in the Fleet Manager pages. Most screens that display listings of data records use a list with integrated paging. Depending on the list, some rows may contain an icon used as a link to drill into a detail screen for viewing or editing. Some rows may contain a delete icon that may be used to delete the row from the table in the host database.

Common icons are:

- Edit an item
- Add an item
- Delete an item
- Refresh the view
- Print the current list
- Export the current list to Microsoft Excel

2.4 Date/Time Selection

Many screens are used to lookup historical records, like vehicle servicing records, for either viewing, reporting, or generating statistics and totals. On these screens, there is usually a panel labeled ‘Range’ that contains buttons for selecting the ‘From:’ and ‘To:’ date/time range of the lookup. Hitting either button will cause the date/time selection dialog to pop up. In this dialog, a date can be entered either manually through the ‘Date:’ edit box, or by clicking on the desired date in the calendar. The time can be set by selecting either the current time, or by using the values available through the hours, minutes, and AM/PM pull down lists. Hit OK to accept the selection. The new date and time will now be displayed in the appropriate area of the ‘Range’ panel.

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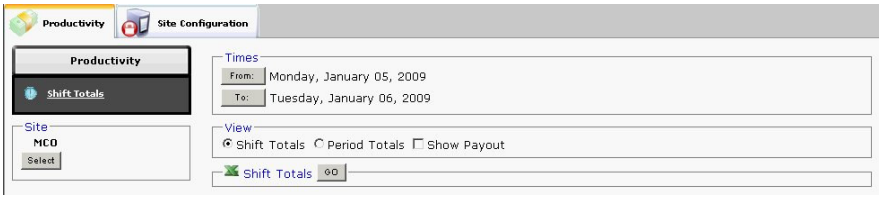
3 Screens

There are three screens available through two tab selections in the productivity module:

- Productivity
  The main screen to perform all productivity queries and reports
- Site Configuration
  Productivity Settings
  Vehicle Class Scale

3.1 Productivity



The Productivity screen (shown above) is the primary productivity query and reporting screen. Before any reports can be generated, a site must be selected. If the 'Site' panel shows 'Select a Site' instead of an actual site name, hit the 'Select' button and then select the desired site from the pull down box.

Once a site has been selected, the next step is to identify the range of the report period by setting the 'From' and 'To' values in the 'Times' panel. Any time frame may be selected, from a day through several months. However, reports are typically run for a month, month to date, or a week. The report may be exported to Microsoft Excel by clicking on the symbol.

The 'View' panel provides two totaling options. The first option 'Shift Totals' is used to view the totals for each individual shift worked by the attendant during the selected time range. The second option, 'Period Totals', will combine all shifts of each individual into one total for the period. The 'Show Payout' checkbox, if checked, will add a column to the report for the calculated incentive payout calculated on each shift of each attendant, using the values defined on the 'Productivity Settings' view of the 'Site Configuration' tab.

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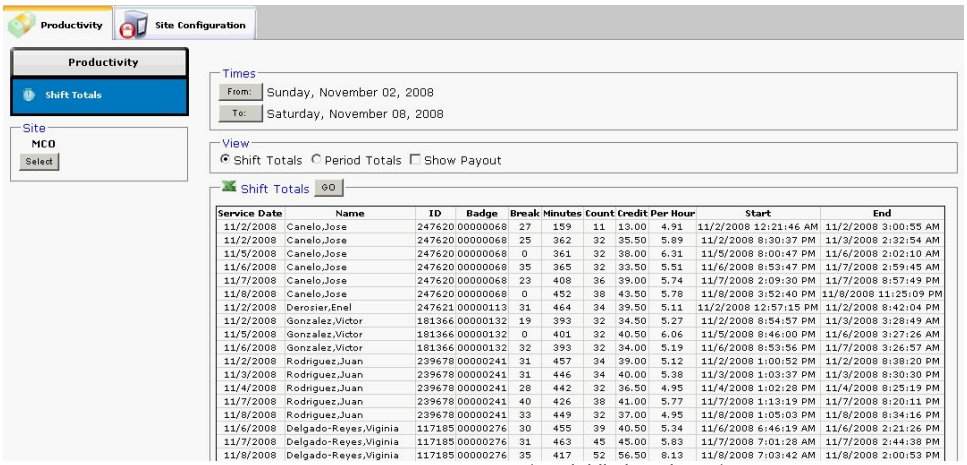

Service Date	Name	ID	Badge	Break	Minutes	Count	Credit	Per Hour	Start	End
11/2/2008	Canelo,Jose	247620	00000068	27	159	11	13.00	4.91	11/2/2008 12:21:46 AM	11/2/2008 3:00:55 AM
11/2/2008	Canelo,Jose	247620	00000068	25	362	32	35.50	5.89	11/2/2008 8:30:37 PM	11/3/2008 2:32:54 AM
11/5/2008	Canelo,Jose	247620	00000068	0	361	32	38.00	6.31	11/5/2008 8:00:47 PM	11/6/2008 2:02:10 AM
11/6/2008	Canelo,Jose	247620	00000068	35	365	32	33.50	5.51	11/6/2008 8:53:47 PM	11/7/2008 2:59:45 AM
11/7/2008	Canelo,Jose	247620	00000068	23	408	36	39.00	5.74	11/7/2008 2:09:30 PM	11/7/2008 8:57:49 PM
11/8/2008	Canelo,Jose	247620	00000068	0	452	38	43.50	5.78	11/8/2008 3:52:40 PM	11/8/2008 11:25:09 PM
11/2/2008	Derosier,Enel	247621	00000113	31	464	34	39.50	5.11	11/2/2008 12:57:15 PM	11/2/2008 8:42:04 PM
11/2/2008	Gonzalez,Victor	181366	00000132	19	393	32	34.50	5.27	11/2/2008 8:54:57 PM	11/3/2008 3:28:49 AM
11/5/2008	Gonzalez,Victor	181366	00000132	0	401	32	40.50	6.06	11/5/2008 8:46:00 PM	11/6/2008 3:27:26 AM
11/6/2008	Gonzalez,Victor	181366	00000132	32	393	32	34.00	5.19	11/6/2008 8:53:56 PM	11/7/2008 3:26:57 AM
11/2/2008	Rodriguez,Juan	239678	00000241	31	457	34	39.00	5.12	11/2/2008 1:00:52 PM	11/2/2008 8:38:20 PM
11/3/2008	Rodriguez,Juan	239678	00000241	31	446	34	40.00	5.38	11/3/2008 1:03:37 PM	11/3/2008 8:30:30 PM
11/4/2008	Rodriguez,Juan	239678	00000241	28	442	32	36.50	4.95	11/4/2008 1:02:28 PM	11/4/2008 8:25:19 PM
11/7/2008	Rodriguez,Juan	239678	00000241	40	426	38	41.00	5.77	11/7/2008 1:13:19 PM	11/7/2008 8:20:11 PM
11/8/2008	Rodriguez,Juan	239678	00000241	33	449	32	37.00	4.95	11/8/2008 1:05:03 PM	11/8/2008 8:34:16 PM
11/6/2008	Delgado-Reyes,Viginia	117185	00000276	30	455	39	40.50	5.34	11/6/2008 6:46:19 AM	11/6/2008 2:21:26 PM
11/7/2008	Delgado-Reyes,Viginia	117185	00000276	31	463	45	45.00	5.83	11/7/2008 7:01:28 AM	11/7/2008 2:44:38 PM
11/8/2008	Delgado-Reyes,Viginia	117185	00000276	35	417	52	56.50	8.13	11/8/2008 7:03:42 AM	11/8/2008 2:00:53 PM

(partial listing shown)

The sample report above was generated for the week of 11/2/2008 to 11/8/2008. It shows the totals for each shift worked by each service attendant who worked at least one shift during this period.

The columns in the report are:

- Service Date
  Date the attendant logged onto the fuel island workstation
- Name
  Name of the attendant
  From a database lookup of the badge used to logon to the workstation
- ID
  Employee ID of the attendant
- Badge
  Badge number swiped at fuel island workstation
- Break
  Total number of minutes on break during the shift
- Minutes
  Total number of minutes for shift including break
  Calculated as ‘End’ time – ‘Start’ time.
- Count
  Number of vehicles serviced during the shift
  Does not include ‘Fuel Only’ or ‘Fuel’ records
- Credit
  Number of vehicles adjusted by vehicle class service credit values
- Per Hour
  Average number of vehicle (credits) per hour for the shift
  Vehicle credits divided by total minutes
- Start
  Date and time the attendant logged onto the fuel island workstation
- End
  Date and time the attendant logged off the fuel island workstation
  For late night shifts, may have rolled over to next day.

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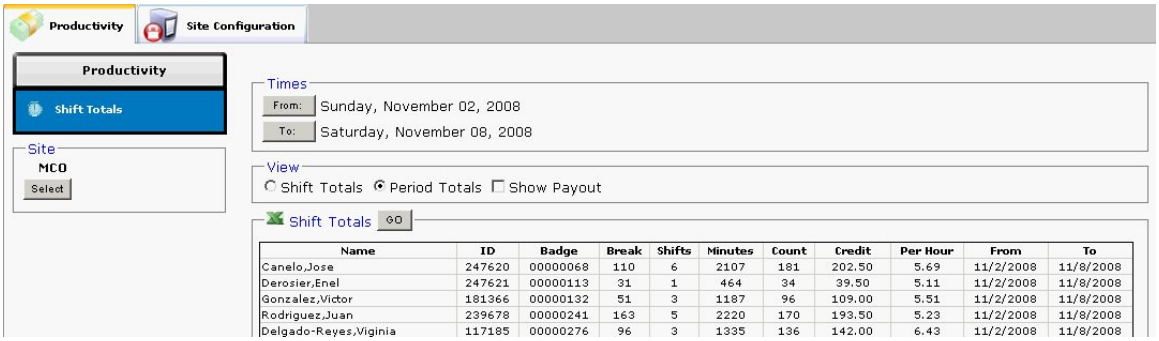
The previous productivity screen shows the output with 'Shift Totals' selected. Clicking on the 'Period Totals' selection will convert the data from the previous screen into combined totals for each attendant for the same time period.



Name	ID	Badge	Break	Shifts	Minutes	Count	Credit	Per Hour	From	To
Canelo,Jose	247620	00000068	110	6	2107	181	202.50	5.69	11/2/2008	11/8/2008
Derosier,Enel	247621	00000113	31	1	464	34	39.50	5.11	11/2/2008	11/8/2008
Gonzalez,Victor	181366	00000132	51	3	1187	96	109.00	5.51	11/2/2008	11/8/2008
Rodriguez,Juan	239678	00000241	163	5	2220	170	193.50	5.23	11/2/2008	11/8/2008
Delgado-Reyes,Viginia	117185	00000276	96	3	1335	136	142.00	6.43	11/2/2008	11/8/2008

(partial listing shown)

These reports are a dynamic representation of the individual vehicle servicing transactions that have been collected from the fuel island data collection terminals. The reports are not saved in the database, but may be regenerated at any time. The database maintenance procedures will determine how long the transactions will be maintained in the system and available for reporting.

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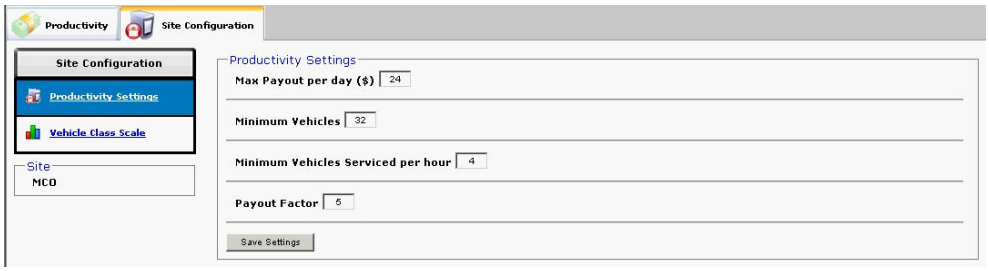
3.2 Site Configuration

Some items may be configured on an individual basis by site. This allows for setting values according to the local work methods.

3.2.1 Productivity Settings



Max Payout per day ($)

This value will limit the value of any incentive calculation not to exceed a maximum dollar amount.

Minimum Vehicles

This number sets a minimum number of vehicles (using vehicle credits) to be serviced during a shift to qualify for an incentive payout.

Minimum Vehicles Serviced per hour

This number sets the minimum number of vehicles (using vehicle credits) serviced per hour during a shift to qualify for an incentive payout.

Payout Factor

The payout factor is an arbitrary value that is used to determine the value of the incentive payout. When calculating payouts, this value should be adjusted, and the productivity report re-calculated until the desired incentive scale has been determined.

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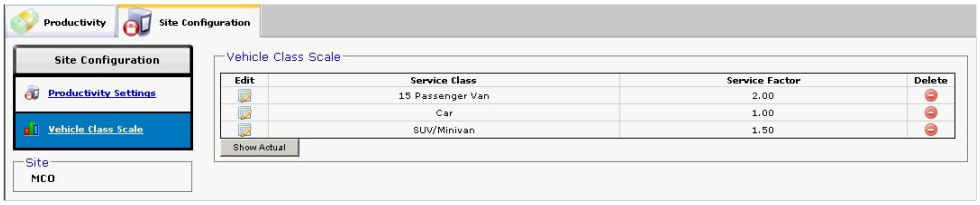
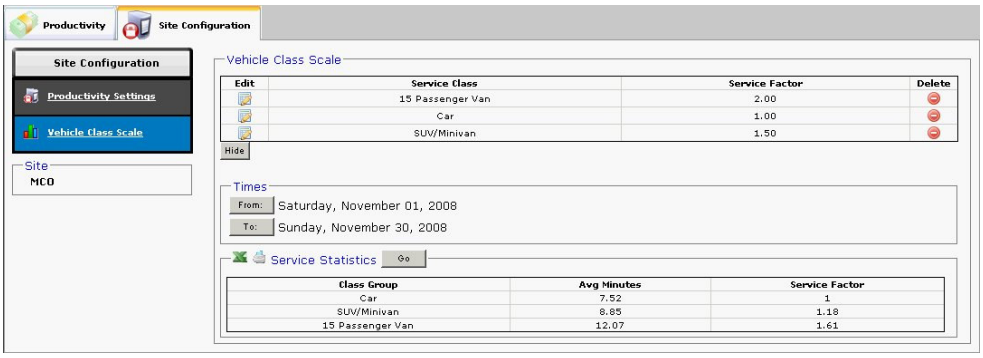
3.2.2 Vehicle Class Scale



The Vehicle Class Scale is used to set the 'servicing factor' of each vehicle 'Service Class'. Which vehicle codes belong in each vehicle class is setup in the FMS Configuration Settings. This screen will show each defined service class, and any service factor currently stored for the class. The purpose of the service factor is to rate the difficulty (and the time needed) to service different classes of vehicles. These factors are then multiplied against each vehicle serviced by an attendant to come up with an equitable evaluation of the work performed, indicated as a 'vehicle credit'. The service factor can be manually entered by hitting the icon in the desired row of the 'Edit' column.

Clicking on the 'Show Actual' button will bring up a secondary panel that can be used to view the actual vehicle service factors based on past vehicle service records.



On this panel, actual values can be determined for each vehicle class by selecting a date/time range, and then clicking on the 'Go' button.

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